

Frequently Asked Questions

1. Who is eligible for the program?

The Pharmacy Services program is available to New Brunswick residents who have a valid Medicare card, who do not reside in a nursing home or correctional facility and who meet the eligibility criteria for a funded service.

2. What services are funded under the program?

Information on funded services is available on the [Pharmacy Services program](#) web page.

3. Is there a co-payment for patients who receive a service under this program?

No. There are no fees or co-payments for patients accessing services under the Pharmacy Services program.

4. Is the cost of drugs covered by this program?

No, this program does not cover drugs, or the costs associated with dispensing or administering drugs.

5. Where can patients be referred if they are not eligible for a service or have reached the maximum number of services?

Patients can be referred to their primary care provider (physician or nurse practitioner or NB Health Link, if registered and able to receive services). For those who don't have a primary care provider or are not registered with NB Health Link, referrals can be made to walk-in clinics or eVisitNB as appropriate. For more information, visit [Accessing Healthcare](#).

6. How is the one-year period for service maximums determined?

The maximum number of claims per year is based on an individual's claims history in the last 365-day period.

7. My patient takes more than 4 prescription drugs; how can I renew all of their prescriptions with a service limit of 4 per year?

When completing a patient assessment, the pharmacist should determine if there are likely to be other prescriptions that will require renewal within a reasonable time frame and provide renewals for these at the same time. This allows for several of the patient's prescriptions to be renewed under one service claim, to a maximum of 4 renewal service claims per year.

8. Is a prescription renewal for the purpose of bridging a patient to their next appointment with their primary care provider eligible under the prescription renewal program?

No, prescription renewals to bridge the patient to their next appointment with their primary care provider (physician or nurse practitioner) are not eligible. For example, if the patient has an appointment with their physician in 2 weeks, a prescription written for 2 weeks is not eligible for funding under the prescription renewal program. The days' supply of the prescription renewal should not be less than the patient's usual duration of therapy.

9. What is considered a usual duration for a prescription renewal?

The usual duration is the patient's usual days' supply dispensed plus authorized refills.

10. Can I prescribe for less than the patient's usual days' supply under the Prescription Renewal program?

The days' supply of the prescription renewal should not be less than the patient's usual duration of therapy. Exceptions may be granted if, in the professional judgement of the pharmacist, it would be unsafe or unwise to do so, and the specific rationale is documented in the patient record.

11. Can renewing a prescription for a common ailment be claimed as a common ailment assessment service?

No. Renewing a prescription should be submitted as a prescription renewal service (if eligible) and not a common ailment assessment service.

12. What can I do if a patient needs laboratory testing?

Patients requiring laboratory testing can be referred to their primary care provider (physician or nurse practitioner or NB Health Link, if registered and able to receive services). For those who don't have a primary care provider or are not registered with NB Health Link, referrals can be made to walk-in clinics or eVisitNB as appropriate. For more information, visit [Accessing Healthcare](#).

13. Is an assessment for providing a Herpes Zoster (Shingles) vaccination eligible under the Pharmacy Services program?

No, an assessment to prescribe or administer a shingles vaccine is not eligible under the Pharmacy Services program.

14. Can a claim be submitted for an assessment service for both allergic rhinitis and allergic conjunctivitis on the same day for the same patient?

No. Patients who present with both ocular and nasal symptoms of seasonal allergies can be assessed for both allergic rhinitis and conjunctivitis. However, only one assessment fee is eligible for payment.

15. Are claims paid under this program subject to audit?

Yes, all claims are subject to audit and recovery. Pharmacists must document how a patient meets the eligibility criteria for this program and use an appropriate assessment and prescribing tool.

Information about provider audit is available in the [NB Drug Plans Policy Manual](#).

16. If I have more questions about the Pharmacy Services Program, who can I contact?

For more information about the Pharmacy Services program eligibility and funding, contact the Department of Health at infopharmacypc@gnb.ca.

For questions about claim submission, please contact the NB Drug Plans at 1-800-332-3691 or info@nbdrugs-medicamentsnb.ca.

To receive bulletins, announcements and formulary updates by email, subscribe to the New Brunswick Drug Plans bulletins by signing up [here](#).

For more information on scope of practice and requirements for assessment and prescribing by Pharmacists contact the New Brunswick College of Pharmacists at info@nbpharmacists.ca.